

# Covid Concerns and Precautions Survey

July 2020

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# Introduction

- Euan's Guide undertook a Covid consumer sentiment survey to understand domestic disabled people's intent and concerns around visiting places within the UK.
- Euan's Guide were approached by VisitScotland to help find out the opinions of disabled people to discover their concerns about travelling again with the lifting of lockdown measures, what would make them feel safer and more confident to take day trips and explore their local area again. The survey was developed in partnership with VisitScotland.
- The survey addresses: the concerns disabled people have about visiting places post lockdown; what precautions and actions will make it safer and easier for them to visit; where they plan to go; how they plan for their trip; what activities they would like to see remain available in online formats.
- This survey was taken by 450 people across the UK from 18 June 2020 to 19 July 2020. More information on the demographics of participants can be found in this report.

# Euan's Guide



Euan's Guide is a charity established to improve disabled access for disabled people. Our review website – [EuansGuide.com](https://EuansGuide.com) - was created to make it easier for the 13.9 million disabled people living in the UK to find and share accessible places to go.

A message from Euan MacDonald, Co-founder of Euan's Guide:

“We hope that the findings of this survey will help ensure businesses consider their disabled access alongside the Covid precautions and make sure that their venue remains safe, welcoming and accessible for disabled people.

“I would like this opportunity to thank everyone who took part in the survey.”

# VisitScotland






VisitScotland is Scotland's national tourism organisation. Its core purpose is to maximise the economic benefit of tourism to Scotland.

A message from Marina Di Duca, Inclusive Tourism Manager at VisitScotland:




"As a tourism board, VisitScotland wanted to find out the opinions of disabled people to discover their concerns and what would make it easier for them to start taking day trips and exploring their local area again. By identifying these concerns and the potential solutions we can all working together to ensure Scotland remains a safe and welcoming place for everyone."

# Key Findings

## Top Concerns

-  People not respecting and honouring social distancing
-  Not having access to venue and public toilets when out
-  Having to queue or wait, particularly if the weather is bad

## Top Requirements

-  Having access to sanitising stations that are at an accessible height
-  Having an accessible route that disabled people can navigate independently
-  Having clear markings to ensure people social distance

# Concerns

The following shows the concerns that disabled people have about visiting places.



## Concerns - continued

Overwhelmingly, disabled people are worried about other people social distancing and respecting other people's personal space. Some of the respondents also noted their concern around not being able to see social distancing layouts or fit in them:

- "I recently needed to visit a large store (through necessity not choice) and at least 50% of the people in the store did not keep the recommended distance or follow the store's, well publicised, Covid rules."
- "I would like for venues and places to have tactile floor markings (make them slightly raised so I can feel them with my cane)."

While there is a clear desire to see prominent use of face coverings and masks, there are a number of disabled people who are worried to go out because they feel they'll be challenged for not wearing them. Others worry about communication issues when people are wearing masks:

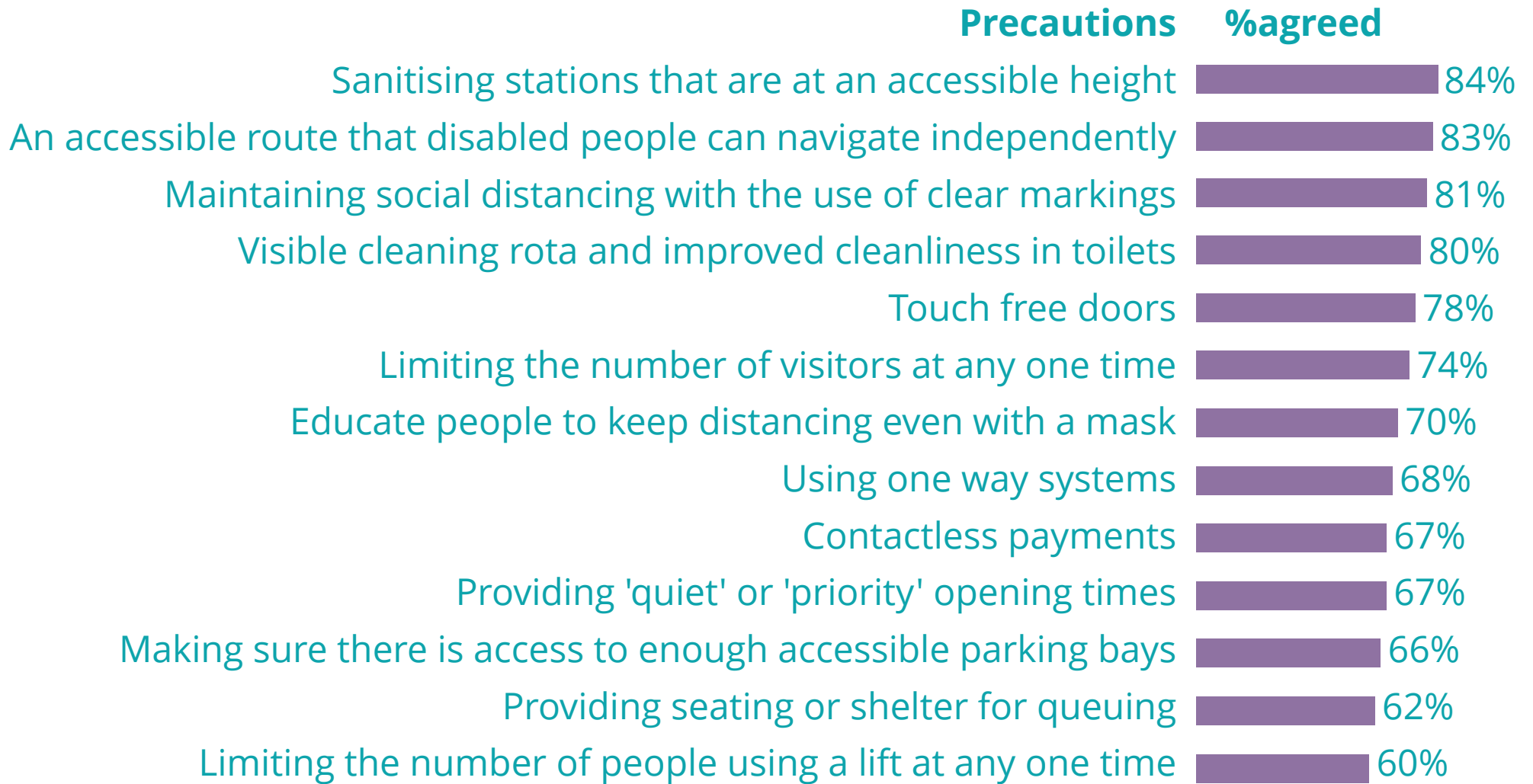
- "People not understanding disabilities and hidden disabilities and thinking we are just refusing to wear a mask and not following rules."
- "Whilst I totally agreed with wearing them, I cannot lip read through face masks."

There is also a big concern around having access to venue and public toilets when out and how safe and clean these will be to use.

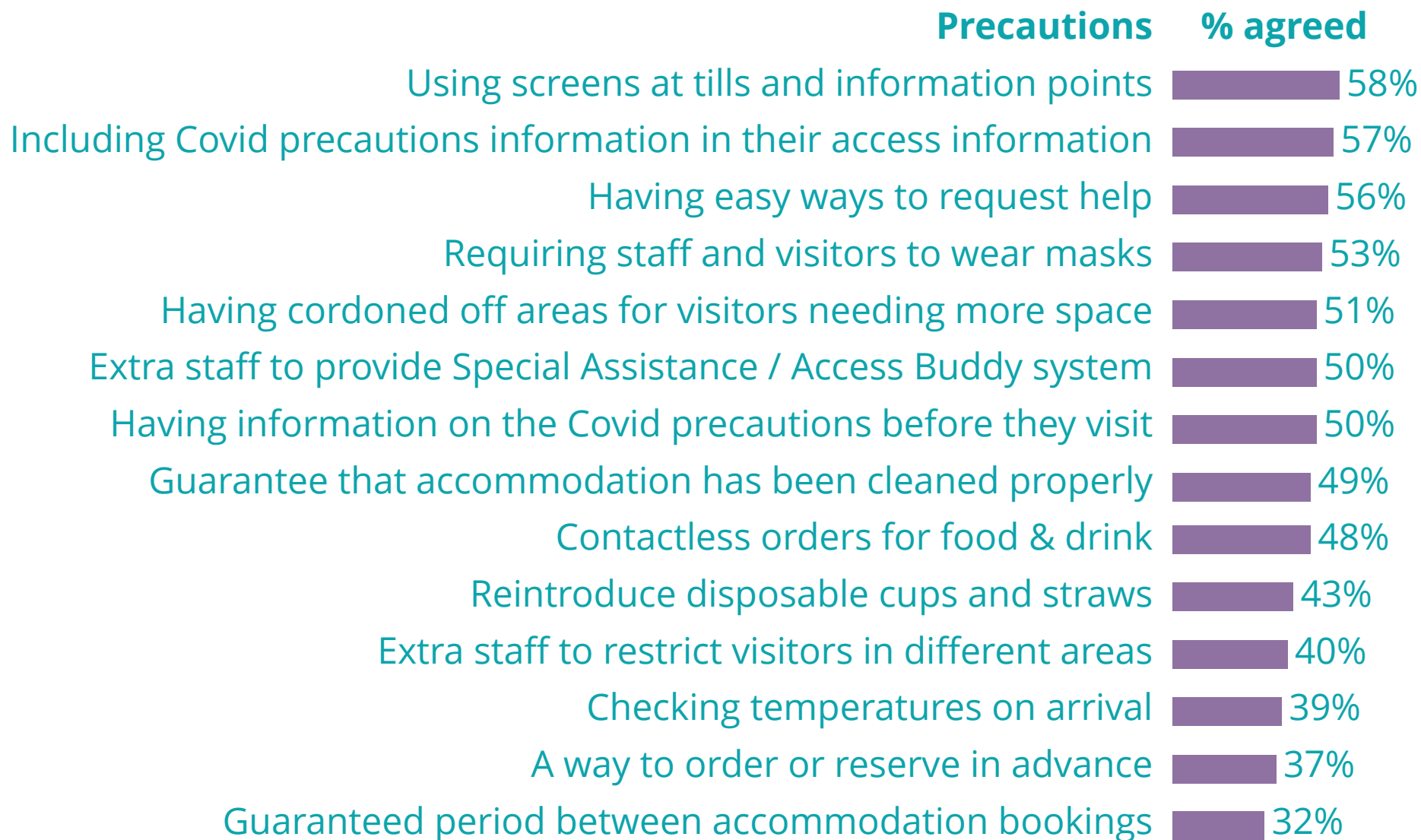


# Precautions

The following shows the measures and precautions that disabled people have said will make it safer and easier for them to visit places.



# Precautions - continued



# Precautions - continued

The survey showed that there is a clear desire for sanitisation stations to remain available and to be at an accessible height (e.g. so that it can be used by a wheelchair user).

People do want to be able to navigate a place independently and would prefer things like automatic doors so that they are touching less surfaces and will not require someone to hold the door open for them.

Cleanliness is of high importance. Participants stated that they were particularly interested in the frequent cleaning of toilets, doors and lifts.

- “Making sure everywhere is clean and sanitiser so safe to use.”

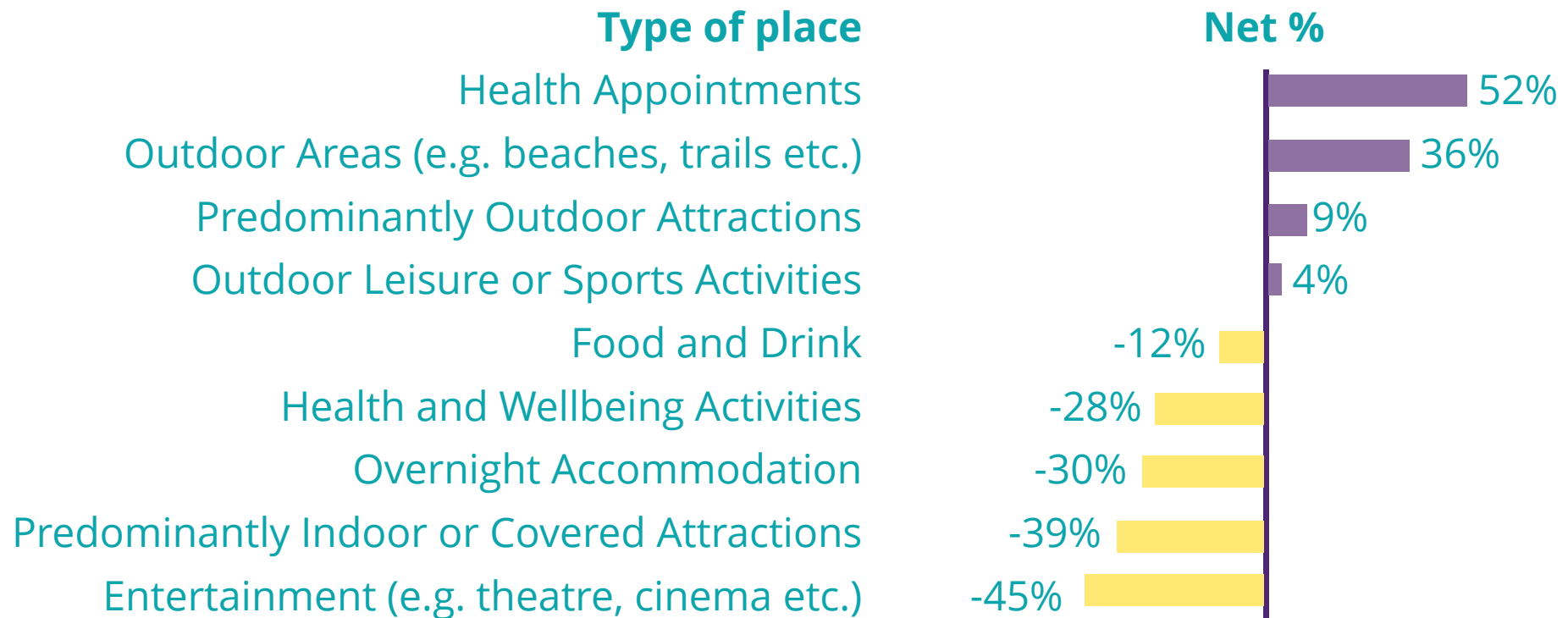
Many people have raised the concern of places using accessible parking spaces for their queue and not providing alternative accessible spaces for disabled people to use:

- “...making sure all [accessible parking] bays are clear & not being used for queues.”

# Likelihood to visit different types of places

The following shows the intentions to participate in general leisure and everyday activities as lockdown restrictions are lifted.

Leisure venues and activities more or less likely to visit / do as lockdown restrictions are lifted. Net score: 'more likely' minus 'less likely'.



# Travelling to places

We asked participants how they will travel and what they would need to make it safer and easier for them to travel.

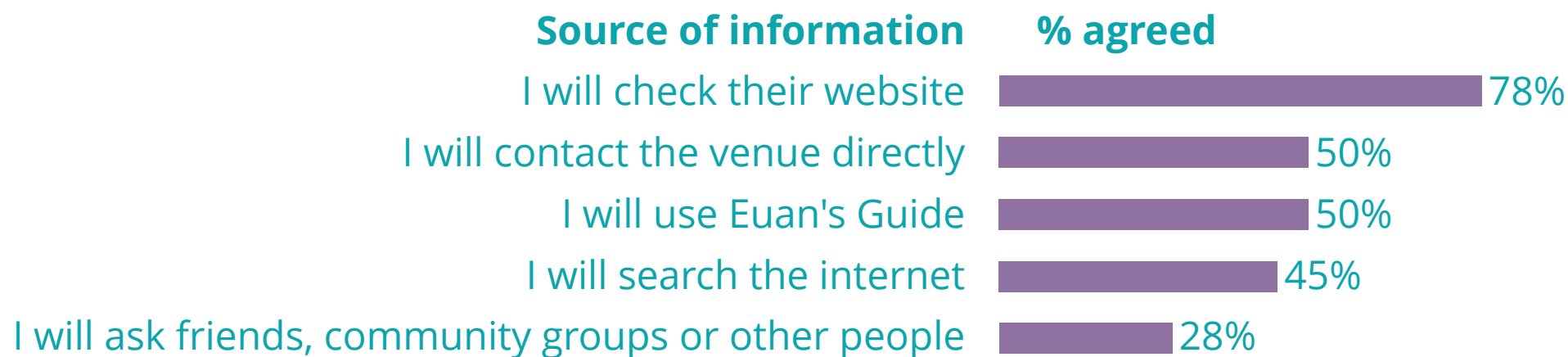
Most participants said that they plan to travel to places by car. These individuals were not concerned about Covid preventative measures when using the car. Some individuals once again expressed the concern around losing parking facilities that are cordoned off. Some people were also worried about a lack of open toilets if they are going on a longer journey.

The majority of people who said they usually use public transport have worries about cleanliness, social distancing, and being told they can't travel (e.g. if they are not wearing a mask). People who require special assistance worry that this won't be available. There is a desire for transport operators, particularly train companies and train stations, to provide information on how special assistance will work.

# Sources of information

Previous research\* tells us that 93% of disabled people try to find disabled access information before they visit. This survey has shown that 56% would like information on Covid precautions shared alongside a venue's disabled access information.

Participants were asked how they plan to find disabled access and Covid information before they decide to visit somewhere.



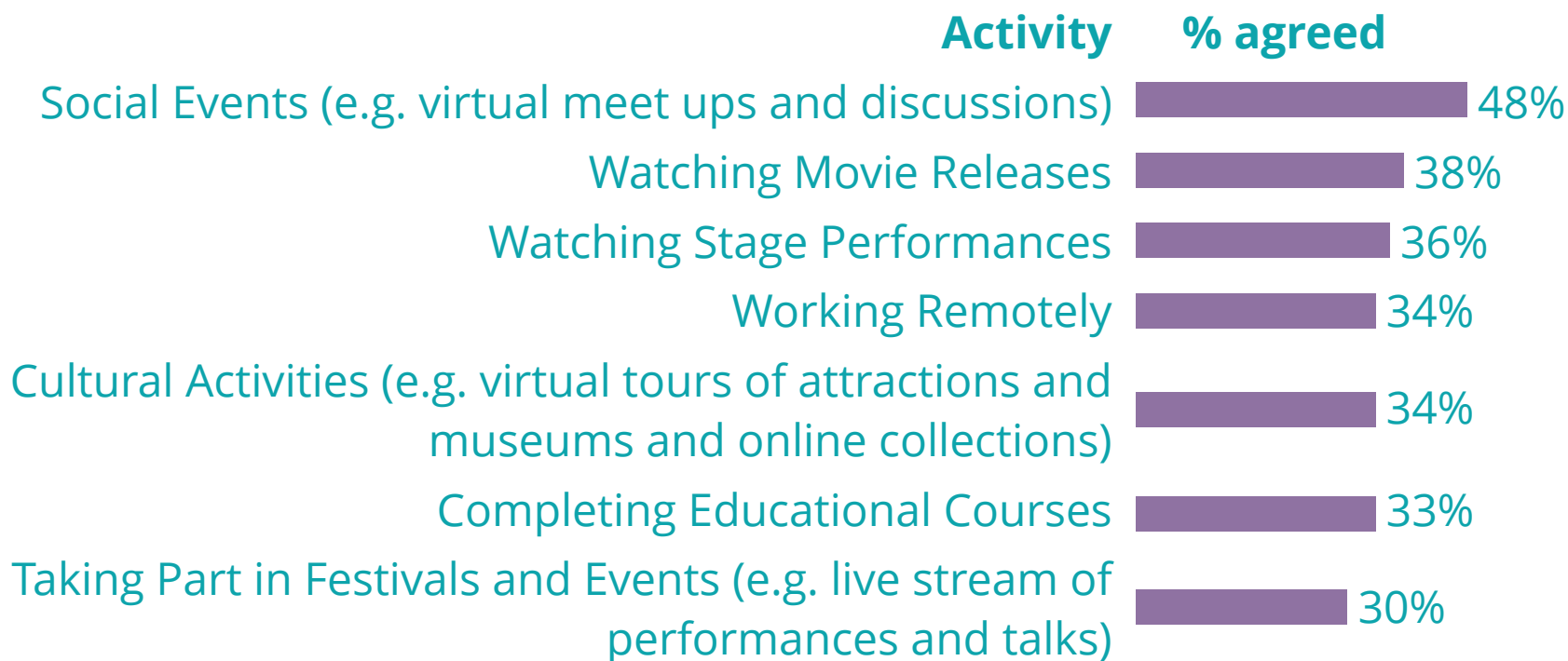
\*Taken from the 2019 Access Survey.

# Providing online activities

As many activities moved online during lockdown, it gave people the opportunity to participate in activities without many of the usual physical and financial barriers:

- “While the rest of the world has locked down my world has opened up through things being available virtually. I dread seeing everything shrink again. It has been nice to feel like a person and member of society for a few months. I hope we’re not forgotten now.”

Participants were asked which of the following activities they would still like the opportunity to participate in virtually / online.



# Next steps for venues

- Review the findings of this survey and implement the necessary changes
- Ensure your Covid precautions don't negatively impact on your disabled access
- Consider how you can continue to offer services online. This has helped open up places and opportunities that have previously been inaccessible
- Share information on your disabled access and your Covid precautions. This information should be easy to find on your website and you can also list it for free on [EuansGuide.com](https://euansguide.com)

We'll leave you with these comments from participants:

"Before I can make an informed choice regarding whether somewhere is safe to visit, I have to know what precautions and/or restrictions are in place. Access (including accessible parking) and Covid-19 precautions are essential."

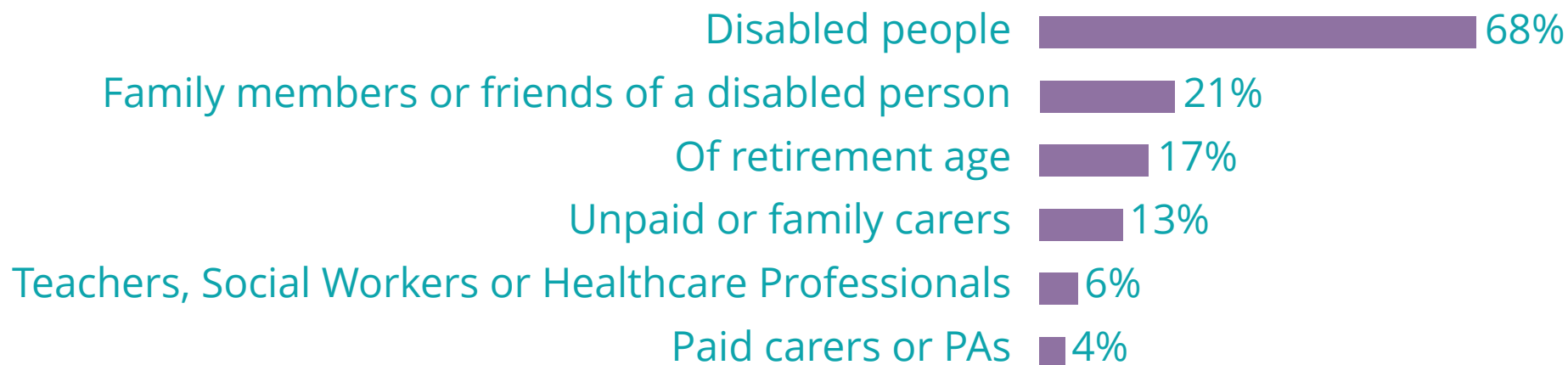
"Disabled access, whilst having improved a lot over the past 30 years (my period of direct experience), is still a long way from ideal. The biggest problem is the lack of information available, which is why websites such as Euan's Guide are indispensable."



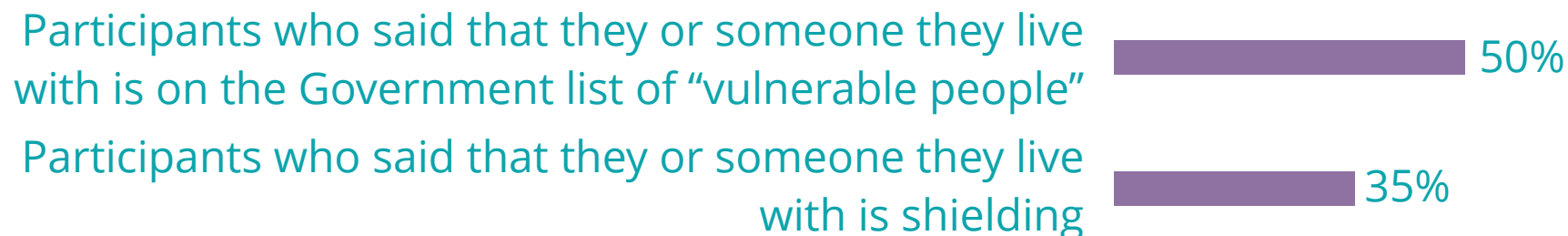
# Demographics of the survey participants

This survey was taken by 450 participants. 68% of participants identified as a disabled person. Further breakdown of participants can be found below.

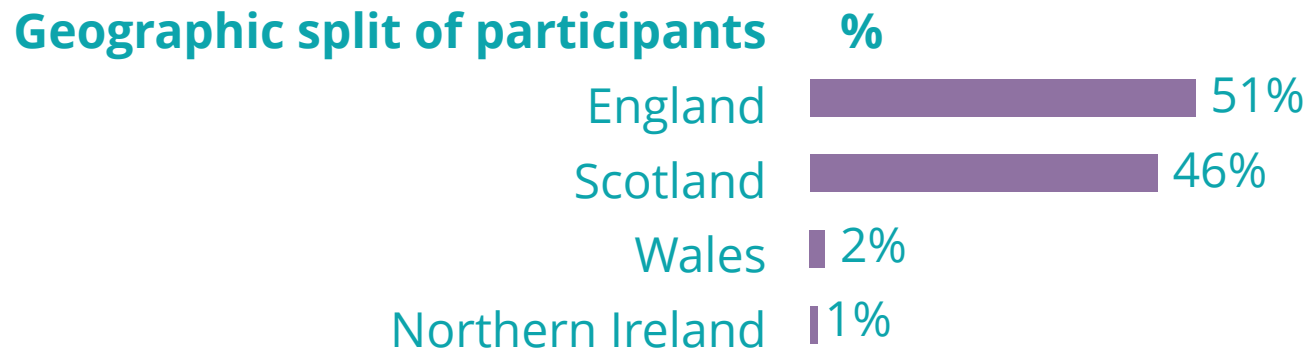
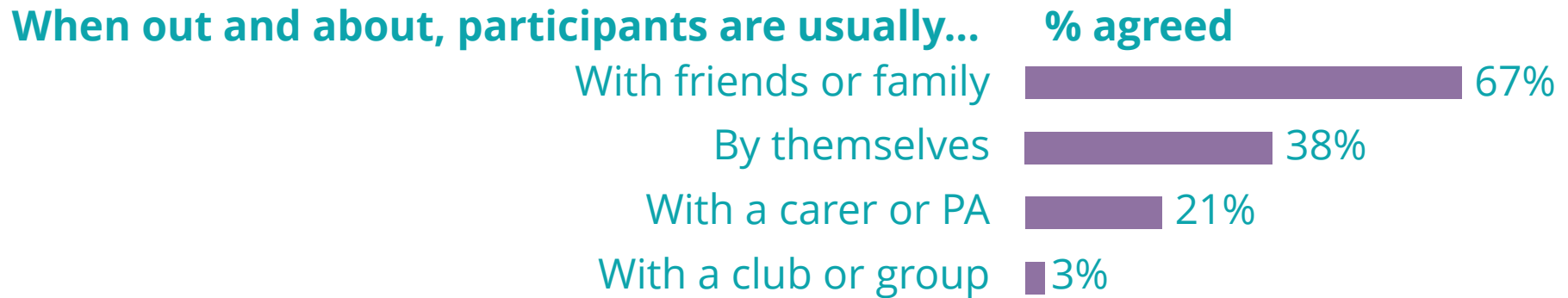
## Make up of survey participants %



## Covid status %

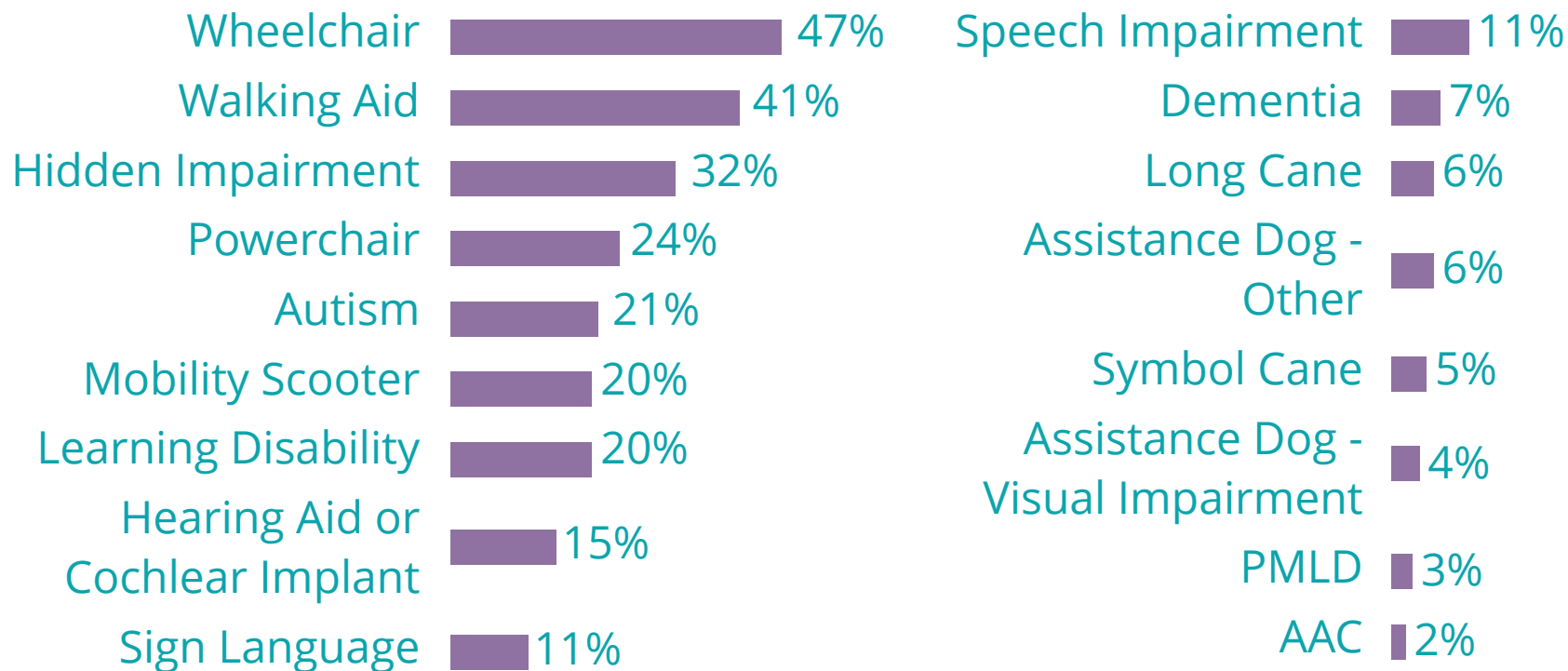


# Demographics of the survey participants - continued



# Demographics of the survey participants - continued

This survey was open to all disabled people, their family, friends, carers and other professionals who work closely with disabled people. To gauge the access requirements of people who took part in the survey we asked which of the following do participants use or have experience of.



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